Nou payment of excise duty, by Voltas

2765. SHRI SURESH KALMADI; Will the PRIME MINISTER be pleased to sta'e:

(a) what is the schedule for payment of excise duty unpaid by Voltas Lid.;

(b) whether Government propose to allow Voltas to declare dividends, or spend money in expansion or invest in new projects until it 'has cleared; is dues to the Government; and

(c) if so, the reasons for which Government are no: pressing far recovery ot its dues?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JAN-ARDHAN POOJARI): (a) o (c) The information to the extent possible is being collected and will be laid on the Table of the House

A«r accident in Southern sector

2^766. SHRI DHARAM CHANDER PRASHANT: Will the Minister of DEFENCE be pleased to state:

(a) whether it is a fact that Air force pilot Fit. L[f]. R. Raghu was killed in an air accident in the South-Western sector recently; and

(b) if so, whether a court of inquiry ihas been ordered into the aircrash?

THE MINISTER OF STATE IN THE DEPARTMENT OF DEFENCE. RESEARCH AND DEVELOPMENT IN THE MINISTRY OF DEFENCE (SHRI ARUM „ SINGH); a) Yes, Sir.,

(b). Yes, Sir.

Monitoring and removing on public grievances

2767. SHRI PAWAN KUMAR BAN-SAL: Will the PRIME MINISTER be pleased to state:

(a) what is the present system of moni-. toring and removing grievances of !he people regarding the matters concerning the Centr: or the centrally owned enterprises;

, (b) what steps Governmenf propose to take to meet [e]ffeeively the- genuine grievances of the people in this regard; and

(c) whether ther[e] i[s] any proposal under Government's consideration to appoint one igrievance officer atleast for every district in the country?

THE DEPUTY MINISTER IN THE MINISTRY OF PERSONNEL, PUBLIC ' GRIEVANCES AND PENSIONS (SHRI BIREN SINGH ENGTI): (a) Arrangements for redress of public grievances have been made generally by all Ministries/ Departments, including their attached and subordinate offices. Apart from designation of Grievance Officers, sproe Ministries/ Departments having large public, contact have also set up committees at different levels to deal with public grievances. The arrangements made are however, decided by the organisation concerned keeping in view heir management structure, the services provided and their functions.

The action on grievances received is monitored by the Grievance Officer/Committees set up for the purpose.

(b) A number of administrative reform measures have been suggested to effectively
deal with public grievances, viz.,

— to reduce the number of occasions and purposes for which a citizen has to come m contract with the Government

— to further streamline and simplify procedures,

— to provide for public assistance counters wherever pos ible.

— to intensify senior—level supervi sion,

— to provide on-the-spot redress whenever possible,

— to give publicity to the arrange ments made for redress of grie vances, etc.

(c) Collector at the district level generally coordinates action in this regard. Ac cording to information available. 18 Sta tes/Union Territories have also set up. Committees at district level especially to deal with public grievances.